

Family PACT: Communicating With Medi-Cal

The following directory lists the help desks, touch-tone interactive response systems and Bulletin Board System (BBS) that providers may call for Medi-Cal information or assistance. See corresponding telephone numbers and hours of operation on the following page.

Medi-Cal Directory

FOR ASSISTANCE WITH	PLEASE CALL
BILLING INSTRUCTIONS OR OTHER INQUIRIES NOT LISTED BELOW	PSC
BILLING INQUIRIES BY RECIPIENTS (ONLY)	BCTG
CLAIM ADJUDICATION	
Claim Status	PTN
General Inquiries	PSC
Pharmacy Online (Paid or Denied Claims)	POS
Warrant Information	PTN
ENROLLMENT	
Bulletin Board Access	CMC
Electronic Billing	CMC
General Inquiries	PSC
In-state and Border Providers	DHS
Out-of-State Providers	OOS
POS Network	POS
MANUALS AND GENERAL INFORMATION	
Automated Eligibility Verification System (AEVS) User Manual	POS
Automated Remittance Data Services (ARDS) Manual **	CMC or BBS
Bulletin Board User Manual	BBS
Claims and Eligibility Real-Time System (CERTS) User Guide **	POS
Computer Media Claims Technical Manual **	CMC or BBS
Medi-Cal Provider Software (MPS) User Manual **	MPS
Point of Service Network Interface Specifications **	POS or BBS
Point of Service (POS) Device User Guide **	POS
Provider Manual (In-state and Border Providers)	PSC
** Includes information about software development and/or distribution	
RECIPIENT ELIGIBILITY VERIFICATION	
AEVS, POS Device, CERTS, or Third-Party User Support – Eligibility Verification, Medi-Service, or SOC Transactions	POS
Telephone Inquiry	AEVS
Telephone Inquiry (Non-Medi-Cal Providers)	SAEVS
TREATMENT AUTHORIZATION REQUEST (TAR)	
Authorization	TAR field office
Denial	TAR field office
General Inquiries	PSC
Status	PTN
Submission (General)	TAR field office

HELP DESK	TELEPHONE NUMBER	ASSISTANCE FOR
BENEFICIARY CORRESPONDENCE* BCTG AND TELEPHONE GROUP 8 a.m. – 5 p.m., Mon – Fri	1-916-636-1980	Recipients Only – Billing Questions
COMPUTER MEDIA CLAIMS HELP DESK CMC 8 a.m. – 12 p.m., 1 p.m. – 5 p.m., Mon – Fri	1-916-636-1100	In-state Medi-Cal Providers
DHS PROVIDER ENROLLMENT DHS 8 a.m. – 5 p.m., Mon – Fri	1-916-323-1945	All Providers
FEE-FOR-SERVICE/MANAGED CARE FFS/MC HELP DESK 8 a.m. – 12 p.m., 1 p.m. – 5 p.m., Mon – Fri	1-800-586-3026	Fee-For-Service/ Managed Care Providers
MEDI-CAL PROVIDER SOFTWARE MPS 8 a.m. – 12 p.m., 1 p.m. – 5 p.m., Mon – Fri	1-800-540-6006	In-state Medi-Cal Providers
OUT-OF-STATE PROVIDER LINE* OOS 8 a.m. – 12 p.m., 1 p.m. – 5 p.m., Mon – Fri	1-916-636-1960	Out-of-State Providers
POS HELP DESK* POS 6 a.m. – 12 a.m., 7 days a week	1-800-427-1295 1-916-636-1990	In-state Providers Out-of-State, Border, Local Providers ⁺
Provider Support Center* PSC 8 a.m. – 5 p.m., Mon – Fri	1-800-541-5555 1-916-636-1000, ext. 2100 1-800-541-7747 1-800-257-6900	In-state Medi-Cal Providers Border Providers Special Program Providers:* Adult Day Health Care (ADHC) California Children Services/ Genetically Handicapped Persons Program (CCS/GHPP) Children's Treatment Program (CTP) or Child Health and Disability Prevention Program (CHDP) Expanded Access to Primary Care Program (EAPC) Local Educational Agency (LEA) Health Access Programs (HAP): Obstetrics or Comprehensive Perinatal Services Program (OB/CPSP), Family PACT, Breast Cancer Early Detection Program (BCEDP)
TREATMENT AUTHORIZATION REQUEST (TAR) FIELD OFFICES TAR	Refer to the <i>TAR Field Office Addresses</i> section in the Part 2 manual.	
INTERACTIVE RESPONSE SYSTEMS		
AUTOMATED ELIGIBILITY VERIFICATION SYSTEM AEVS 2 a.m. – 12 a.m., 7 days a week	1-800-456-2387 1-800-866-2387	In-state Medi-Cal Providers Out-of-State, Border Providers
SUPPLEMENTARY AUTOMATED ELIGIBILITY SYSTEM* SAEVS 2 a.m. – 12 a.m., 7 days a week	1-800-427-1295 1-916-636-1990	In-state Non-Medi-Cal Providers and Intermediaries Out-of-State, Border, Local Providers ⁺
PROVIDER TELECOMMUNICATIONS NETWORK (PTN) PTN 7 a.m. – 8 p.m., 7 days a week	1-800-786-4346 1-916-636-1950	In-state Medi-Cal Providers Out-of-State, Border, Local Providers ⁺
BULLETIN BOARD SYSTEM		
BULLETIN BOARD SYSTEM BBS 24 hours a day, 7 days a week	1-916-636-1991	Authorized Enrolled Users

⁺ Local Medi-Cal Providers are those who can call without paying toll charges.

* Bilingual (English/Spanish) operators are available.

· Call the main PSC line at 1-800-541-5555 for special programs that are not preceded by a telephone number.